UNIVERSITY OF SOUTHERN CALIFORNIA
Systems Administrator II
Job Code: 165367

Grade: TJ
OT Eligible: Yes
Comp Approval: 10/25/2013

**JOB SUMMARY:**
Works under general supervision to customize and maintain a multi-platform system configuration, ensuring efficiency and security. Troubleshoots problems reported by users and/or by automated network monitoring systems. Monitors and adjusts the performance of existing networks. Helps coordinate installations, replacements and upgrades of servers and operating systems with operations staff, technical support staff and department users. Designs, programs and/or installs simple tools to help manage systems and application environment.

**JOB ACCOUNTABILITIES:**

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<td>______</td>
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<td>Maintains and administers computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.</td>
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<td>Monitors systems, servers and auxiliary devices for performance and security. Determines whether adjustments need to be made and confers with technical support staff and vendors as appropriate. Identifies changes that need to be made in the future.</td>
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<td>Troubleshoots and identifies hardware and software problems in a timely manner; resolves routine problems, replaces defective components and researches resources to identify solutions. Refers more complex problems to appropriate staff for resolution.</td>
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<td>Installs, tests, implements, and assists users with the implementation of new hardware, software, and applications.</td>
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<td>Performs data backups and disaster recovery operations. Repairs and/or recovers systems.</td>
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<td>Designs, configures, and tests computer hardware, networking software and operating system software.</td>
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<td>Assigns, modifies, and deletes user accounts and resolves security access problems; maintains integrity of the security system.</td>
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<td>Reviews current technical information pertaining to the operation of computers, servers, peripheral equipment and software.</td>
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<td>Develops documentation for systems administration procedures.</td>
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<td>Stays informed of new developments and technologies.</td>
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Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.
EMERGENCY RESPONSE/RECOVERY:

Essential:  
- [ ] No
- [x] Yes  

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Bachelor’s degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years

Minimum Field of Expertise:
- Intermediate understanding of and experience with systems administration, backups, operating systems programming languages and associated hardware platforms.

Preferred Education:
- Bachelor’s degree

Preferred Experience:
- 3 years

Preferred Field of Expertise:
- Previous systems programming and/or technical support experience preferred.

Skills: Administrative:
- Communicate with others to gather information
- Gather data
- Prioritize different projects
- Research information
- Understand and apply policies and procedures

Skills: Other:
- Analysis
- Assessment/evaluation
- Conceptualization and design
- Consulting
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution

Skilled in:
- Enterprise/information architecture
Groupware applications
Incident/problem management
Large scale storage administration
Network communications technologies
Network design, connectivity and capacity configuration
Network security access, management and testing
Network systems/data backup, storage and recovery
Operating systems
Personal communication devices
Server applications and hardware
Troubleshooting

Skills: Machine/Equipment:

- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier

Supervises: Level:

May oversee student and/or temporary workers.

Comments:

Must be available to work off-hour shifts and provide on-call support as required.

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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